

**REQUEST FOR INFORMATION**

**PROJECT # 5186**



**HELP DESK SOFTWARE SOLUTIONS**

**DEADLINE: 2:00 PM., THURSDAY, October 13, 2011**

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William Diaz  
Principal Administrative Analyst



## INVITATION

September 30, 2011

<b>REQUEST FOR INFORMATION: HELP DESK SOFTWARE SOLUTIONS</b>		
<b>RFR NUMBER</b>	<b>5186</b>	
<b>DUE DATE</b>	<b>2:00 PM</b>	<b>October 13, 2010</b>

Dear Sir/Madam:

The objective of this RFI is to gather information about the potential help desk software solutions available. We hope to acquire an integrated Help Desk Service System which will allow for greater end user and technical support interaction. It should also open up greater self-service opportunities. It would need to provide intuitive reporting aligned to MHIS performance measurements and provide greater transparency into work and projects.

RFR DOCUMENTS (if not attached) are available upon receipt of this invitation over the Internet at <http://das.ct.gov/cr1.aspx?page=12>. Adobe Acrobat reader may be required to view some documents. If you do not have this software you may download it for free from Adobe. The link to the Adobe site is as follows: <http://www.adobe.com/products/acrobat/readstep2.html>.

If, after review of the RFR documents, your firm is interested in performing the services specified, provide the information requested and submit all response forms to the address indicated at the beginning of Section 1.0, along with your detailed proposal by the due date.

Sincerely,

William Diaz  
Principal Administrative Analyst  
diazw003@hartford.gov

## **Table of Contents**

### Miscellaneous Services, Commodity & Equipment Purchases

This solicitation contains the following sections:

#### **Invitation**

#### **Section 1 Response Forms**

#### **Section 2 Specifications / Scope of Services / Worksheets needed to complete RFP**

#### **Section 3 General Information For Preparing A Response - Revision 050809**

#### **Section 4 Contract Terms and Conditions for Miscellaneous Services - Revision 050809**

#### **Exhibits (If referenced in Section 2)**

Companies interested in doing business with the City are able to register and maintain their registration via the Internet at:

[http://www.das.state.ct.us/Purchase/Portal/Portal\\_Home.asp](http://www.das.state.ct.us/Purchase/Portal/Portal_Home.asp)

## SECTION 1.0

### RESPONSE FORMS

Responses are to be delivered to:

**Hartford City Hall, Procurement Services,  
550 Main Street, Suite 100  
Hartford, Ct. 06103.**

no later than the deadline date and time. Be sure to indicate the request number, name, and opening time in the spaces provided. Mark the original response package as "ORIGINAL" on the front cover. See Section 3.1 for more information.

#### Response Check List

(NOTE: This Check List may not contain every response item for every solicitation. It is the Responder's responsibility to ensure submittal of all required response information.)

- Response Signature form completed (Section 1.1)
- Response pricing completed (Section 1.2)
- Statement of Qualifications completed (Section 1.3)
- Certified by the City as an Equal Employment Opportunity Employer  
([http://www.hartford.gov/human\\_relations/ohr2.0/MWBE\\_Certification.htm](http://www.hartford.gov/human_relations/ohr2.0/MWBE_Certification.htm))
- Current in taxes and other fees owed to the City?
- Acknowledged Addenda (Section 1.1)

#### Bidder's EEO Status and Report

As a condition of doing business with the City the selected respondent must be certified by the City as an Equal Employment Opportunity Employer. Certifications must be renewed annually. If your firm is not currently certified you may obtain the required forms on-line at: <http://www.hartford.gov/purchasing/documents.htm> and submit completed forms with your response. To check the current status of your EEO certification contact Procurement Services, 860.757.9788, fax 860.722.6607 or email: [EToppin@hartford.gov](mailto:EToppin@hartford.gov).

#### Response Summaries:

Response summaries will be available over the Internet, to those that responded, at [http://www.das.state.ct.us/Purchase/Portal/Portal\\_Home.asp](http://www.das.state.ct.us/Purchase/Portal/Portal_Home.asp). This summary information will be available anytime after 5:00 PM on the opening date and time. Results will not be provided over the phone.

## 1.1 RESPONSE SIGNATURE FORM

<b>Company Name -</b>		
<b>Address -</b>		
<b>Phone -</b>	<b>Fax -</b>	<b>Email -</b>
<b>Manager -</b>		<b>Fed ID#</b>

The undersigned hereby declares that he/she or they are thoroughly familiar with the specifications, the various sites, the City's requirements, and the objectives for each element of the project item or service and understands that in signing this proposal all right to plead any misunderstanding regarding the same is waived. The undersigned further understands and agrees that he will furnish and provide all the necessary material, labor, services, and other items of whatever nature, and to do and perform all the work necessary under the aforesaid conditions, to carry out the contract and to accept in full compensation therefore the amount of the contract as agreed to by the Provider and the City.

The undersigned hereby declares that no reason or persons other than those named herein are interested in this proposal, which is made without any connection with any other person or persons making any proposal for the same work and is in all respects fair and without collusion or fraud; that no person acting for or employed by the City of Hartford is directly or indirectly interested therein, or in the supplies or works to which it relates, or will receive any part of the profit or any commission there from in any manner which is unethical or contrary to the best interest of said City of Hartford.

The undersigned additionally declares that they are not debarred or suspended, or otherwise excluded from, or ineligible for, participation in City of Hartford, State of Connecticut or federally funded projects (Executive Order 12549).

The undersigned certifies under penalty of false statement that the information provided in this response is true.

Delivery / Initiate Services:		Calendar days after receipt of contract.	
EEO Certification Status (check one) See section 3.10		<input type="checkbox"/> Current and on file	<input type="checkbox"/> EEO form attached
Submitted by -			
Printed name and title		Date	

(Authorized Agent of Company)

The above signatory acknowledges receipt of the following addenda issued during the bidding period and understands that they are a part of the bidding documents (if applicable):

Addendum #	.	Dated	.	Addendum #	.	Dated	.
Addendum #	.	Dated	.	Addendum #	.	Dated	.

**1.2 RESPONSE PRICING**

<b>ESTIMATE OF TOTAL PROJECT COST</b>				\$
<b>PROJECT COST CEILING</b>				\$
<b>UNIT PRICING</b>				
Line #	Phase Description	Key Personnel Resources to be used <u>(ID by using A, B, C, or D or combination)</u>	Time in Hours	Cost to Complete
1				
2				
3				
4				
6. Rates for Key Personnel Name & Title		Estimated total hours on Project	Hourly Rate	Per Diem Rate
A				
B				
C				
D				
On company letterhead indicate your estimated travel and lodging costs per visit.				

<b>OTHER</b>			<b>FEES</b>
	Fee Description	Unit of Measure	Unit Cost \$
10			
11			
12			

13. Completion time - \_\_\_\_ calendar days after contract signing.

14. Early payment terms (to be deducted from Base Price): \_ % \_ days, net \_ days.

15	Insurance Agency Name	
	Telephone / Email	
	Agency Address	

### 1.3 STATEMENT OF QUALIFICATIONS

Please answer the following questions regarding your company's past performance. Attach a financial statement or other supportive documentation. Failure to reply to this instruction may be regarded as justification for rejecting a bid.

1. Number of years in business - \_\_\_\_\_ DUNS Number: \_\_\_\_\_
2. Number of personnel employed Part time - \_\_\_\_\_, Full time - \_\_\_\_\_,

3. List six contracts of this type/size your firm has completed within the last three years:

Project	Date	Contact Person	Phone No.
.	.	.	.
.	.	.	.
.	.	.	.
.	.	.	.
.	.	.	.
.	.	.	.

4. DAS CONTRACTOR PREQUALIFICATION	N/A
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5. ORGANIZATIONAL STRUCTURE OF BIDDER (check which applies)	<input type="checkbox"/> general partnership
	<input type="checkbox"/> limited partnership
	<input type="checkbox"/> limited liability corporation
	<input type="checkbox"/> limited liability partnership,
	<input type="checkbox"/> corporation doing business under a trade name
	<input type="checkbox"/> individual doing business under a trade name
	<input type="checkbox"/> other (specify)

6. STATUS OF THE BUSINESS AND ITS CURRENT STANDING WITH THE SECRETARY OF STATE'S OFFICE; e.g., are all required filings current and in good standing or has the entity been withdrawn or canceled <b>SEE SECTION 3.17</b>	<u>Connecticut corporations</u> - Will the Secretary of State be able to issue a Certificate of Good Standing within 30 days of the bid opening?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	<u>Out-of-State corporations</u> - Do you have a valid license to do business in the State of Connecticut? If a license is not required for the services being provided have you filed with the Connecticut Secretary of State?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

7. Is your local organization an affiliate of a parent company? If so, Indicate the principal place of business of your company and the name of the agent for service <u>if different from what has been indicated on the response form:</u>				
Business Name	.			
Address	.			
City	.	State	.	Zip
Name of Agent	.			

**NOTE:** In the case of a Limited Liability Corporation or a Limited Liability Partnership a certified copy of the Articles of Organization certified as valid and in effect as of the date of the bid opening will be required within 30 days of the bid opening.

A listing of the corporate officers, in the case of a corporation; the general or managing partners, in the case of a partnership; or the managers and members in the case of either a limited liability partnership or company will be required within 30 days of the bid opening.

8. Your company may be asked to submit the following information relative to your company's financial statements prior to receiving an award. This information will not be part of the public bidding record and will remain confidential if it is submitted via an email that requests confidentiality or it hand delivered, in a separate sealed envelop marked "Confidential."

All information should be supported with appropriate audited financials.

- a. Book Value (Total Assets (-) Total Liabilities)
- b. Working Capital (Current Assets (-) Current Liabilities)
- c. Current Ratio (Current Assets/Current Liabilities)
- d. Debt to Equity Ratio (Long Term Debt/Shareholder's Equity)
- e. Return on Assets (Net Income/Total Assets)
- f. Return on Equity (Net Income/Shareholder's Equity)
- g. Return on Invested Capital (Net Income/Long Term Debt = Shareholders' Equity)

**9. Taxpayer's Identification Number:**

Respondents must provide their Taxpayer Identification Number on the response form (Fed ID#). Award recipients, whether an individual, proprietor, partnership or a non-profit corporation or organization must file the Internal Revenue Service Form W-9, Request for Taxpayer Identification Number and Certification with the City. Copies of this form are available at: <http://www.hartford.gov/purchasing/documents.htm>

Additional information may be requested subsequent to your responding to this solicitation.

**1.4. Reserved**

**1.5. Bidder's EEO Status and Report**

As a condition of doing business with the City the selected respondent must be certified by the City as an Equal Employment Opportunity Employer. Certifications must be renewed annually. If your firm is not currently certified you may obtain the required forms on-line at: <http://www.hartford.gov/purchasing/documents.htm> and submit completed forms with your response. To check the current status of your EEO certification contact Procurement Services, 860.757.9788, fax 860.722.6607 or email: EToppin@hartford.gov.



## **SECTION 2 PROJECT SPECIFICATIONS**

The following information should be of assistance in developing a proposal. If you have any questions, please contact William Diaz of Procurement Services via email [diazw003@hartford.gov](mailto:diazw003@hartford.gov)

### **2.1 BACKGROUND**

The City of Hartford Metro Hartford Information Services department was created in 2002 by merging the information technologies departments of the City of Hartford and the Hartford Public Schools. We serve all city departments and the school district consisting of 23,000+ students in grades preschool through grade 12 distributed across 50 schools and programs. There are approximately 6,000 staff members including teachers, principals/administrators/staff, and city employees served by MHIS.

The strategic mission of MHIS is to provide leadership, coordination, and support for the information technology and communication needs of the City of Hartford, the Hartford Public Schools, and the Hartford Public Libraries.

### **2.2 SCOPE OF SERVICES**

The objective of this RFI is to gather information about the potential help desk software solutions available. We hope to acquire an integrated Help Desk Service System which will allow for greater end user and technical support interaction. It should also open up greater self-service opportunities. It would need to provide intuitive reporting aligned to MHIS performance measurements and provide greater transparency into work and projects.

The system would need to be able to service 6,000 users and 50 technicians who would resolve tickets.

Please answer the following questions regarding your system. Please keep your answers as brief as possible.

1. System Cost - What is the cost to lease and/or purchase your system? Please also indicate the costs of ongoing maintenance.
2. How many customers are currently using your system? How many users are using the system?
3. How long will it take to implement the system?
4. Will we need consulting to assist us with implementation? What would the costs be?
5. What sort of training is provided and at what cost? Do you have any user manuals?
6. Can the system take an email from Outlook and automatically generate a ticket?
7. Does the system automatically generate an email back to the user communicating about tickets?
8. Can you get real time reporting information? How easy is it to use? Do we need to write custom reports? What is used for custom reports? Can reports be automatically generated and sent out to specific users?
9. Can the end user use the system to submit their own ticket?
10. Can tickets be viewed on a Blackberry?
11. Can tickets be viewed on an iPad? Can the tickets be worked on using an iPad?

12. Does the system have a Knowledge Base? Does the KB require an approver before new items are posted to it? Is the KB referenced automatically before the ticket gets submitted?
13. Are tickets automatically routed? For example, a user selects a particular issue type or category and the ticket is automatically sent/routed to the correct support person.
14. Can a ticket be assigned to a group or multiple people?
15. Does the system have a Bulletin Board or Announcement area?
16. Does the system provide a survey function?
17. Is the system a web based interface?
18. Does the system provide single sign on authentication?
19. Is there a separate resolution area that the technician resolving the ticket can use that will not be visible to the end user?
20. Can the system integrate with our Symantec Client Management Suite so that we can see user's equipment? If not how would we be able to integrate this?
21. Does the system have a Remote desktop, chat or dashboard features?
22. Does the system have Change Management or Problem Management features?
23. Does the system have a password reset feature built into it?
24. Is there a way that the ticket can track the actual time the task took to be resolved, besides the length of time the ticket was open?
25. How does the system integrate with Active Directory?
26. Is the system browser dependent?
27. Does the notification email have a hyperlink directly to the ticket in the system?
28. What kind of expertise is required to maintain and change the system?
29. Can we customize the system with our logo?
30. Does the system store data in a database?
31. Is there a sandbox environment for testing?
32. Please provide at least 3 references currently using your system. Please provide companies local to the CT area if possible.

### **2.3 FORM OF RESPONSE:**

Offerors are advised that all resultant contracts will be extended, with the authorization of the offeror, to other governmental jurisdictions and school divisions as may be interested. Should other entities decide to use the final contract, the contractor shall deal directly with that jurisdiction or political subdivision concerning the placement of orders, issuance of purchase orders, contractual disputes, invoicing and payments. The City of Hartford and Hartford Public Schools MHIS Department acts only as the "Contracting Agent" for these jurisdictions and political subdivisions. Failure to extend a contract to any jurisdiction will have no effect on consideration of your offer.

It is the responsibility of the contractor to notify the jurisdictions and political subdivisions of the availability of the contract. Each participating jurisdiction and political subdivision has the option of executing a separate contract with the contractor. Such contracts may contain general terms and conditions unique to those jurisdictions and political subdivisions. If, when preparing a contract, the general terms and conditions of a jurisdiction or political subdivision are unacceptable to the contractor, the contractor may withdraw its extension of the award to that jurisdiction or political subdivision.

The COH will not be held liable for any costs or damages incurred by another jurisdiction or political subdivision as a result of any award extended to that jurisdiction or political subdivision by the contractor

A. A resume of company accomplishments and abilities in the various fields involved in this project.

B. An outline of services to be rendered including delegation of responsibilities of key personnel.

C. Names of key personnel assigned for term of contract; a description (resume) of applicable background of these personnel.

D. A Commitment to give notice to the City any changes in key personnel as outlined in item C above, and City's option to reject such candidate.

E. Attach a list of comparable projects you have completed within the past four years giving the following information for each, as well as, a list of at least 5 Connecticut references.

*Name of Company/Municipality*

*Address*

*Name and telephone number of contact person.*

*Project Scope.*

*Budgeted Project Cost and Final Project Cost (state reasons for any substantial difference)*

*# of students and schools supported*

F. Hourly and per diem rates for consultant services in each discipline, as well as willingness to negotiate lump sum cost for all services.

G. Briefly describe your project and program management services if you were to receive the bid award. In your description, address project management methodologies; implementation team composition and skill sets (both from your company and those individuals you would need involved from our organization); projected schedule; and general approach.

J. Itemize all costs/Use a formatted, tabular approach.

K. All questions must be submitted via email to the City Procurement Department. Questions must all be in one week prior to deadline.

You may include any additional information that demonstrates your qualification for this work.

END OF SECTION

## SECTION 3

### GENERAL INFORMATION FOR PREPARATION AND DELIVERY OF A RESPONSE

Rev. 050809

#### **Definitions:**

Bid or Proposal refers to any form of solicitation the City may use such as a Request for Bids (RFB), Request for Proposals (RFP) or request for Response (RFR).

Candidate or Respondent refers to an individual or company who is considering or has submitted a response to a solicitation. This is also commonly referred to as "bidder."

City refers to the City of Hartford, the Hartford Public Schools and any other governmental entity participating in the RFR process and/or resulting award(s).

Provider refers to the Candidate or Candidates who receive an award and who enter into a contract with the City.

**3.1 HOW TO RESPOND:** Supply the required information on and along with the response form. An explicit agent of your organization must sign the response form and any supplementary proposal document and *submit it to the address indicated in Section 1.0 – Response Checklist.*

Mark the original response package as "ORIGINAL" on the front cover. We will open the response upon receipt if this information is not provided on the face of the envelope. In this case the City cannot be held responsible for the confidentiality of the response.

Failure to follow these guidelines may be just cause for rejection of the response.

A. Do not wait until the due day to begin to prepare your response. Preparing your response early helps avoid issues related to computer equipment or Internet access malfunction. It is the Candidate's responsibility to ensure that responses are received in their entirety, on time and at the required location.

B. If this request has a "Specification Offered" column opposite the specifications complete as follows:

In the "specification offered" column type in:

a) "As specified"

b) "Exceeds specifications" - Identify what exceeds the specification and why

c) "Exception to specifications" -Again, identify the substitute and define its effect.

Be sure to return these pages with your pricing sheet(s).

C. A certified check or bid bond, *when required*, will be specified in the Invitation to Respond and must accompany your response in the amount indicated (if we haven't stipulated a bond in the Invitation which is the letter at the front of this RFR document, we don't need one). Certified checks will be returned to all unsuccessful Candidates upon the awarding of the contract.

If your response is not accompanied by a bond, certified check or proof that a valid bond has been obtained at the RFR opening it may be rejected.

If you manage a **small business** and have difficulty obtaining bonds (or just haven't done it before) help is available from the Small Business Administration (SBA) through "The Surety Bond Guarantee Program." One of the bonding companies working with this program is Suggs & Associates in Windsor, CT. For more information go to [www.sba.gov](http://www.sba.gov), choose "Services." Then select "Financial Assistance" and click on "Surety Bond."

D. The successful Candidate may be required to furnish a performance bond and payment bonds, each for the full contract amount, prior to execution of a contract and/or performance under Purchase Orders. Indicate the cost for these bonds, to be added to the contract sum on the response form.

For 3.1, C & D:

Surety Companies must be listed on the current Federal Register, licensed in the State of Connecticut and have an underwriting limitation exceeding the value of the project with no more than 5% of capital in surplus tied to any one risk.

Banks must have a branch office in Connecticut with insurance provided by the FDIC.

E. **The electronic files, from which you printed your hard copy proposal, are to be emailed to**

the buyer identified at the bottom of the Invitation to Respond within one hour **AFTER** the deadline for submitting hard copy responses. Email transmission of these documents is not encrypted and locked so if you transmit this information before the hard copy response deadline it may be viewed prematurely. The City is not responsible for the confidentiality of information transmitted via fax, email or other electronic means.

You may convert Word documents to pdf files (in fact we would prefer this). Excel worksheets however may not be submitted as pdf files.

The purpose of submitting these files is to reduce duplicate data entry and shorten the time needed for City staff to create the response summary. These electronic files will not serve as a substitute for the hard copy response that must be submitted by the RFR deadline.

Failure to follow these guidelines may be just cause for rejection of the response.

### **3.2 CORRECTION OR WITHDRAWAL OF RESPONSES, CANCELLATION OF AWARDS.**

Correction or withdrawal of inadvertently erroneous bids, including corrections to pricing if the accurate price can be derived from the bid response submitted prior to the bid deadline, before or after award, or cancellation of awards of Contracts or Purchase Orders based on such mistakes, shall be permitted with the approval, in writing, of the Procurement Manager.

**3.3 QUANTITIES AND/OR USAGES:** Quantities and/or usages are estimates only and in no way represent a commitment and/or intent to purchase the estimated amount. Actual quantities and delivery points may vary. The City reserves the right to order all quantities that may be needed, at the contract price, during the contract term regardless of the estimates provided in this RFR.

**3.4 QUESTIONS & ADDENDA:** Supplementary information, if issued, will be placed on the State of Connecticut, DAS website [http://www.das.state.ct.us/Purchase/Portal/Portal\\_Home.asp](http://www.das.state.ct.us/Purchase/Portal/Portal_Home.asp). Candidates are responsible for obtaining all addenda related to this RFR. Candidates are advised to check for any addenda a minimum of twenty-four hours in advance of the response deadline.

Questions related to this project must be received in writing 72 hours in advance of the response submittal deadline. We strongly recommend that prospective Candidates review specifications early in the solicitation process and submit all questions at one time. Written questions are to be sent to the buyer whose name appears on the invitation via email.

Responses shall be in writing, posted, in the form of an addendum on the State of Connecticut, DAS website [http://www.das.state.ct.us/Purchase/Portal/Portal\\_Home.asp](http://www.das.state.ct.us/Purchase/Portal/Portal_Home.asp).

All communications related to this project are to be directed through the Department managing the RFR. This is the Department listed for receipt of responses in Section 1.0. In most cases this will be the Procurement Services Department. *Candidates found to be communicating with City or School staff outside of Procurement Services (or the Department indicated in Section 1.0) will have their response rejected.* The City of Hartford, the Public Schools, or its agents shall not be responsible for any oral instructions or interpretations given to a Candidate.

**3.5 CRITERIA FOR AWARD:** This Request for Response (RFR) does not necessarily contemplate an award based solely on price. Rather, the City reserves its rights to accept or reject any or all responses or any portion thereof that it may determine to be in its own best interests, for whatever reason.

**3.6 QUALIFICATIONS OF CANDIDATES OFFERING A RESPONSE:** The City may make such investigations as deemed necessary to determine the ability of the Candidate to perform the work and the degree to which any Candidate meets the criteria for award listed herein. Each Candidate agrees to furnish the City any additional information requested.

If this RFR is set-aside for award to a small, minority or women owned business enterprise you must receive certification prior to award. This program is described in Sec. 2-559 of the Hartford Municipal Code and can be found at:

<http://www.hartford.gov/purchasing/Documents.htm>. Qualified business, not currently certified, may obtain application forms from:

[http://www.hartford.gov/human\\_relations/ohr2.0/MWBE%20Certification.htm](http://www.hartford.gov/human_relations/ohr2.0/MWBE%20Certification.htm).

**3.7 THE REQUEST FOR RESPONSE (RFR) PROCESS:** Solicitations are advertised as required by law. The City may also send invitations to businesses as it deems appropriate. Placement on a vendor list or a history of having received invitations in the past or having received prior contract awards in no way obligates the City to continue any form of direct notification. At the discretion of the Procurement Manager the City may remove vendors from the mailing list for whatever reason including a poor performance history or failure to respond to previous invitations.

**3.8 CONTRACTING:** The City reserves the right to require the successful Candidate to execute a contract in a format supplied by the City. The terms and conditions of the contract to be signed upon the award of the RFR will supersede any inconsistent provision of the RFR documents. If the Candidate receiving a full or partial award fails to execute a contract as required, they shall be liable for, and agree to pay, on demand, the difference between the price bid and the price for which such contract is subsequently re-awarded, including the administrative cost of reissuing the contract. These costs will be recovered through the bid bond, if submitted, and any remaining sums due will be paid by the Candidate.

The award of any contract is subject to the following conditions and contingencies:

- (1) The approval of such governmental agencies as may be required by law.
- (2) The appropriation of adequate funds by the proper agencies.
- (3) Compliance with all applicable laws, regulation, ordinances and codes of the United States, the State of Connecticut and the City of Hartford. Sections of Hartford's Code which are most often applicable such as Living Wage for services and Set-aside program for Small and Minority business enterprises are posted at: <http://www.hartford.gov/purchasing/documents.htm>. The entire City Code is available on the City's Home page: <http://www.hartford.gov>.
- (4) The selected Candidate must be current in all tax or any other monetary obligation owed to the City of Hartford.
- (5) The selected Candidate must have a current EEO certification (see section 3.10) on file with the City.
- (6) If the Candidate is a corporation or other legal business entity, it must have a current license to do business in the State of Connecticut that is on file with the Connecticut Secretary of State's office, or it must be organized under the laws of the State of Connecticut and current in terms of its required filings.

Unless otherwise indicated the duration of the Contract will be one (1) year. Further, Contract terms may be negotiated on award anniversaries. City Ordinance Sec 2-558 (C) allows for a maximum of three Contract extensions provided that the funds are available, approved by the City for this purpose and that the Provider has established a satisfactory performance record.

Notwithstanding the failure of City to exercise any option to renew this contract for an additional year, the Managing Authority reserves the right to unilaterally extend this contract on a month to month basis for a period not to exceed three (3) months under the same terms and conditions applicable to the preceding contract period.

**3.9 OBLIGATIONS OF THE CANDIDATE:** At the time of the opening of proposals, each Candidate will be presumed to be thoroughly familiar with the City's requirements, and the objectives for each element of the project, item or service. A plea of mistake in the accepted response shall not be available to the Candidate for the recovery of the bid surety or as a defense to any action based upon an accepted response.

**3.10 REQUIRED FORMS:**

a) Candidate's EEO Report: As a condition of doing business with the City the selected respondent must be certified by the City as an Equal Employment Opportunity Employer. Certifications must be renewed annually. If your firm is not currently certified you may download and complete the required forms from: <http://www.hartford.gov/purchasing/documents.htm>. Submit completed forms with your response. To check the current status of your EEO certification contact Procurement Services, 860.757.9781, fax 860.722.6607 or email: [lmacruz@hartford.gov](mailto:lmacruz@hartford.gov).

If your company employs four (4) or more people, please submit your EEO Policy Statement with your Response.

b) Taxpayer's Identification Number: Every respondent must provide their Taxpayer Identification Number on the response form. Award recipients, whether an individual, proprietor, partnership or a non-profit corporation or organization must file the Internal Revenue Service Form W-9, Request for Taxpayer Identification Number and Certification with the City.

**3.11 SITE INSPECTION:** Information contained in these documents is provided in good faith only that all Candidates may have access to the same information utilized by the City, and is not intended as a substitute for personal investigations, interpretations and judgment of the Candidate. As information may be approximated or incomplete, Candidates should conduct a thorough inspection or study of existing conditions/equipment.

**3.12 RESERVED**

**3.13 RETAINAGE:** When progress payments are being made for items being built or designed, the City may retain 5% of the total project cost until such time as a satisfactory guarantee bond, if required, is posted with the City, or other terms for retainage, as may be specified in the contract for this project, are met.

**3.14 ACCEPTABLE BRANDS:** The RFR specifications are not intended to limit consideration to the particular service organization or manufacturer from which they were developed. References to brand names or numbers are to be interpreted as establishing a standard of quality and is not to be construed as limiting competition. Brand names used within these specifications shall be presumed to be followed by the words "or approved equal".

Burden of proving a product and/or material as equal to a specific product and/or material by



brand name is the responsibility of the Provider.

Final determination as to what is an "or equal" product will be made by the Procurement Manager in conjunction with other City staff. The City will award on the basis of the criteria stated herein, and reserves the right to waive or require compliance with any element of the specifications.

**3.15 SAMPLES:** Samples are furnished free of charge and may be held for comparison with deliveries. Candidate must arrange for their return if desired.

Samples are assumed to meet, at a minimum, City specifications for quality. All deliveries shall have at least the same quality as the accepted proposal sample. Latent deficiencies will be remedied by the contractor at no additional cost, or loss of service, to the City.

**3.16 RESPONSE DEVELOPMENT:** Candidates are responsible for all costs and expenses incurred in the preparation of a response and for any subsequent work on the response that is required by the City of Hartford. Any submittal is the property of the City of Hartford and will not be returned.

**3.17 REGISTERING WITH THE SECRETARY OF STATE:** Generally a foreign (meaning out of State) corporation or LLC must file with the Secretary of State Office to do business in the state. Foreign Corporations should review Sect. 33-920 of the Connecticut General Statutes. If they do not find that the exemptions apply to them they must file a "Certificate of Authority."

Foreign LLC's are covered under Sections 34-222 to 34-236. If the exemptions (in 34-235) do not apply to them they must file a "Certification of Registration."

Companies may obtain forms and more information from the Secretary of the State web site located at: <http://www.sots.ct.gov/CommercialRecording/Crdindex.html>. Their number is 860.509.6002.

The State of Connecticut General Statutes can be found at: [http://search.cga.state.ct.us/dtsearch\\_pub\\_statutes.html](http://search.cga.state.ct.us/dtsearch_pub_statutes.html). Enter the section number with hyphen and in the "In Database(s)" window select "Statutes - Section text."

**3.18 TIME PROVISIONS:** The content of any response submitted is to remain valid and available to the City for ninety (90) days from the day proposals are due.

END OF SECTION

**SECTION 4**  
**TERMS AND CONDITIONS**  
**FOR**  
**PROFESSIONAL AND CONSULTING SERVICES**

Rev. 050809, Doc. #1005

4.1. **SCOPE OF SERVICES:**

- a. As described in Section 2 – Project Specifications of the RFR and the Provider’s response.

4.2. **TERM OF CONTRACT:** - Reserve

4.3. **COMPENSATION:** - Reserve

4.4. **MANAGEMENT:** - Reserve

4.5. **INTENT:** It is the intent of the Contract to secure the services of the Provider or a duly authorized and competent representative or representatives of the Provider acceptable to the City. Failure of the Provider for any reason to make the service of such a person or persons available to the City to the extent necessary to perform the services required skillfully and promptly shall be cause for termination of the Contract. All persons engaged in the work required under the Contract shall be authorized or permitted under State law and the ordinances of the City to perform such services, as required by law.

4.6. **LEGAL STATUS:** If the Provider is a corporation or other legal business entity, it must have a current license to do business in the State of Connecticut that is on file with the Connecticut Secretary of State's office, or it must be organized under the laws of the State of Connecticut and current in terms of its required filings. Evidence acceptable by Procurement Manager must, when required, be filed with the Procurement Manager before performance of contract is started.

4.7. **INSURANCE REQUIREMENTS:** A certificate of insurance must be presented to the City in order for the Contract to take effect. The certificate must name the City as an additional insured on the face of the document and must bear the original signature of an authorized Agent for the Producer. All policies must be written on a "per occurrence" basis. The Provider is responsible for the cost of maintaining such insurance throughout the duration of the project. Insurance requirements are detailed in document #1008, Miscellaneous Services Insurance Requirements located at <http://www.hartford.gov/purchasing/Documents.htm>

4.8. **TERMINATION:** The City may at any time, and for any reason, in its sole discretion, direct the discontinuance of the services and work contemplated under the Contract for a period of time. Such direction shall be in writing and shall specify the period during which the work shall be discontinued. The work shall be resumed on the dates specified in such direction, or upon such other date as the City may thereafter specify in writing. The period during which such work shall have been discontinued shall be deemed added to the time for performance. In the event that the City directs the discontinuance of the services hereunder for a period of time in excess of six (6) months, through no fault of the Provider, the parties may negotiate and adjustment in the fees payable hereunder due to a rise in the cost of performance. Stoppage of work under this article shall not give rise to any claim against the City.

The City may at any time and for any reason, with or without cause, in its sole discretion, terminate the Contract by written notice specifying the termination date, which shall be not less than seven (7) days from the date such notice is given. In the event of such termination, services shall be paid for in such amount as shall compensate the Provider

for the portion of the work satisfactorily performed prior to termination. Such amount shall be fixed by the City after consultation with the Provider, and shall be subject to audit by the City's Comptroller. Termination under this section shall not give rise to any claim against the City for damages or for compensation in addition to that provided hereunder.

4.9. **EQUIPMENT FURNISHED:** - Reserve

4.10. **ASSIGNMENT:** The Provider shall not assign or subcontract the Contract or any of the services to be performed by it hereunder without prior consent of the City in writing. The Provider shall be as fully responsible to the City for the acts and omissions of its subcontractors as it is for the acts and omissions of people directly employed by it. The Provider shall require any subcontractor approved by the City to agree in its contract to observe and be bound by all obligations and conditions of the Contract to which Provider is bound.

4.11. **REJECTED WORK OR MATERIALS:** - Reserve

4.12. **DEFAULT:** Any of the following occurrences or acts shall constitute an Event of Default under the Contract:

If default shall be made by the Contractor, its successors or assigns, in the performance or observance of any of the covenants, conditions or agreements on the part of the Contractor set forth in the Contract; or

If any determination shall have been made by competent authority such as, but not limited to, any federal, state or local government official, or a certified public accountant, that the Contractor's management or any accounting for its funding, from whatever source, is improper, inadequate or illegal, as such management or accounting may relate to the Contractor's performance of the Contract; or

If a decree or order by a court having jurisdiction in the matter shall have been entered adjudging the Contractor a bankrupt or insolvent or approving as properly filed a petition seeking reorganization, readjustment, arrangement, composition or similar relief for the Contractor under the federal bankruptcy laws, or any other similar applicable federal or state law; or

If any competent authority shall have determined that the Contractor is in default of any federal, state or local tax obligation.

Pursuant to a Resolution passed by the Court of Common Council on September 12, 1983, default on the part of any outstanding debt owed to the City by the Contractor shall be considered just cause for termination of the Contract. Default shall be considered to have occurred when a monthly payment required by a repayment agreement is thirty (30) or more days late.

4.13. **FORCE MAJEURE**: - Reserve

4.14. **INDEMNIFICATION**: Provider shall not assert any claim arising out of any act or omission by any agent, officer or employee of the City in the execution or performance of the Contract against any such agent, officer or employee.

A. The Provider will indemnify the City for any damages or costs to which it may be put by reason of injury to the person or property of another resulting from the performance, non-performance, negligence or carelessness in the performance of the contract or in failure to comply with any provisions of the contract.

B. The Provider expressly agrees to at all times indemnify, defend and save harmless the City of Hartford and its respective officers, agents, and employees on account of any and all demands, claims, damages, losses, infringement of patent rights, litigation, financial costs and expenses, including counsel fees, and compensation arising out of personal injuries (including death), any damage to property, real or personal and any other loss, expense or aggravement directly or indirectly arising out of, related to or in connection with the Project and the work to be performed hereunder by the Provider, its employees, agents, subcontractors, material suppliers, or anyone directly or indirectly employed by any of them. The Provider shall and does hereby assume and agree to pay for the defense of all such claims, demands, suits, proceedings and litigation, including costs and attorneys fees. The provisions of this paragraph shall survive the expiration or early termination of the Contract and shall not be limited by reason of any insurance coverage.

4.15. **CONFLICT OF INTEREST**: No member of the governing body of the City, and no other officer, employee, or agent of the City shall have any personal interest, direct or indirect, in the Contract, and the Provider covenants that no person having such interest shall be employed in the performance of the Contract.

4.16. **ANTI-DISCRIMINATION AND AFFIRMATIVE ACTION**:

The Contractor agrees to abide by the provisions of Section 2-680 et seq. of the City of Hartford Municipal Code (as applicable), Executive Orders Number 3 and 17 of the State of Connecticut; and Presidential Executive Orders Number 11246, 11375 and 11063. In carrying out this program, the Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, age, sex, national origin, mental disability, physical handicap, or sexual preference.

The Contractor shall take affirmative action to ensure that applicants for employment are employed, and that employees are treated during employment without regard to their race, color, religion, age, sex, national origin, mental disability, physical handicap, or sexual preference. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training; including apprenticeship. The Contractor shall post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Federal Government, setting forth the provisions of the non-discrimination clause.

The Contractor shall state that all qualified applicants shall receive consideration for employment without regard to race, color, religion, age, sex, national origin, mental disability, physical handicap, or sexual preference. The Contractor shall incorporate, or cause to be incorporated, this provision in any and all subcontracts entered into pursuant

to the Contract. The Contractor agrees to abide by the terms and conditions contained in the City of Hartford's Bidder's EEO Report.

- 4.17. **PERFORMANCE EVALUATION**: The Provider understands that during the course of and at the conclusion of the work that the City will evaluate its overall performance. Based on information gathered from the Managing Authority, the Procurement Manager will assess factors including, but not limited to, quality of work or service, completion record, job supervision, working relationship with other providers, bills for extras, organization, cooperation, worksite cleanliness, and compliance with City ordinances including W/MBE requirements. The Provider further understands and agrees that this record will be available for public scrutiny both in the project file and on the City's web site for a minimum of two years. The Provider will not contest the Procurement Manager's decision, which will be final.
- 4.18. **APPLICABLE LAW**: The Provider shall comply with and the Contract shall be construed in accordance with the laws regulations, ordinances and codes of the United States, the State of Connecticut, the Charter and Regulations of the City of Hartford. Links to many of these laws and regulations are located at: <http://www.hartford.gov/purchasing/Documents.htm>.
- 4.19. **MEDIATION AND ARBITRATION**: In the event a dispute arises out of or relates to the Contract or the breach thereof and if the dispute cannot be settled through negotiation, the parties agree first to try in good faith to settle the dispute by mediation administered by a single person selected by the parties. Any dispute arising in connection with the Contract, that is not resolved or settled through mediation as referenced above shall be settled by arbitration. The Provider and the City shall each choose an arbitrator, and the two arbitrators thus chosen shall select a third arbitrator. The findings and award of the three arbitrators thus chosen shall be final and binding on the parties hereto, and judgment may be entered upon it in accordance with applicable law in any court having jurisdiction thereof. Arbitration shall be held in Hartford, Connecticut.
- 4.20. **AMENDMENTS**: The City may, from time to time, request changes in the scope of services to be performed by the Provider hereunder. Any such change, including any increase or decrease in the amount of the Provider's compensation, which are mutually agreed upon by and between the City and the Provider, shall be incorporated in a written amendment to the Contract.
- 4.21. **CONFLICTING TERMS**: The terms and conditions of the contract signed upon award of the bid will supersede any inconsistent provisions of the bidding documents.
- 4.22. **CUMULATIVE REMEDIES**: All rights exercisable by and remedies of the City hereunder shall be cumulative and the exercise or beginning of the exercise by the City of any of its rights or remedies hereunder shall not preclude the City from exercising any other right or remedy granted hereunder or permitted by law.
- 4.23. **SUCCESSORS & ASSIGNS**: The City and the Provider each binds itself and its successors and assigns with respect to all covenants of the Contract. The Provider shall not assign or transfer any interest in the Contract without the prior written approval of the City.
- 4.24. **INVALID PROVISIONS**: If any provision of the Contract is held invalid, the balance of the provisions of the Contract shall not be affected thereby if the balance of the provisions of the Contract would then continue to conform to the requirements of applicable laws.

- 4.25. **NON-WAIVER**: Any failure by the City or the Provider to insist upon the strict performance by the other of any of the terms and provisions hereof shall not be a waiver, and each party hereto, notwithstanding any such failure, shall have the right thereafter to insist upon the strict performance by the other, of any and all of the terms and provisions of the Contract and neither party hereto shall be relieved of such obligation by reason of the failure of the other to comply with or otherwise enforce or to seek to enforce any of the provisions of the Contract.
- 4.26. **INDEPENDENT PROVIDER**: Provider, including its' employees, is an independent Provider and shall not be regarded as an employee or agent of the City.
- 4.27. **SUBCONTRACTORS**: - Reserve
- 4.28. **ESTABLISHMENT AND MAINTENANCE OF RECORDS**: The Provider agrees to establish and maintain fiscal control and accounting procedures that assure proper accounting for all funds paid by the City to the Provider under the Contract. The Provider agrees that all records with respect to all matters covered by the Contract shall be maintained during the term of the Contract, and for a minimum of three years following termination, including any renewal or extension.
- 4.29. **AUDITS**: At any time during normal business hours, and as often as may be deemed necessary, the Provider shall make available to the City, for examination, all records with respect to all matters covered by the Contract.
- 4.30. **REPORTS AND INFORMATION**: The Provider shall furnish the City with such information and reports concerning the progress and management of this work as may be required from time to time. The form of said reports shall be determined by the City consistent with the City's requirements.
- 4.31. **INSPECTION**: Reserve.
- 4.32. **SAFEGUARDING OF FUNDS**: Reserve.
- 4.33. **ADVERTISING**: Providers may not reference sales to the City of Hartford for advertising and promotional purposes without the prior approval of Procurement Services.
- 4.34. **LICENSES AND PERMITS** The Provider certifies that for the duration of contract performance, he shall have and provide proof of permits and licenses as required by the City of Hartford Department of Code Enforcement and/or other City, State or Federal regulatory bodies as applicable.
- 4.35. **PATENT INFRINGEMENT**: Reserve.
- 4.36. **DELIVERY AND INVOICING**: City's order number must be shown on all packages, invoices and correspondence.
- If services include the shipment of equipment, items or commodities -
  - Invoice and bill of lading or other notice containing complete shipping information must be mailed at time of shipment.
  - Delivery will be inside, FOB Hartford unless otherwise stated in the specifications.

- 4.37. **PAYMENT**: Payment will be made to the Provider within thirty (30) days after receipt by the City of acceptable invoice with appropriate supporting documentation. The acceptance, by the Provider or by any person claiming under the Provider, of the final payment as approved by the Director of Finance shall operate as and be a release to the City from all claims of and liability to the Provider and to the Provider's representatives and assigns for anything done, furnished for or relating to the contract or for any act or omission of the City or of any person relating to or affecting the contract except such sums as may be retained by the City under the maintenance or guarantee provisions of the Contract. The City shall have the right, during the course of the Provider's services and for a period of two years after completion of the services, to examine Provider's records to verify all direct charges, expenses and disbursements made or incurred by Provider in connection with the services.
- 4.38. **NON-APPROPRIATION OF FUNDS**: It is assumed that City departments that enter into a Contract with the Provider have obtained approval, authority and funding to make the initial payment(s) during the current fiscal year. The department's ability to make subsequent payments may be contingent upon the appropriation of funds by the relevant government entity or legislative authorities of funds for this purpose. If such additional funds are not so appropriated either the Provider or the City may terminate the Contract as of the first day of the applicable subsequent fiscal year in which such funds were not made available. The City agrees not to effect such termination for the sole purpose of replacing the work product with an equivalent product supplied by others.
- 4.39. **TAXES**: The City is exempt from Connecticut Sales Tax under G.S. Sect. 12-412(A), Federal excise taxes, and the provisions of the Federal Robinson-Patman Act.
- In accordance with Chapter 2, Section 2-571(b) of the Municipal Code of the City of Hartford, the Provider must be current in all tax obligations to the City of Hartford. A Provider found to be delinquent in the payment of personal or real property taxes, or found to be the owner of an interest of twenty-five percent (25%) or more in a corporation that is delinquent in the payment of personal or real property taxes shall be required to submit a plan whereby the Provider will make current all arrearage of taxes. Such plan shall include a schedule of payments sufficient to make such Provider current within a time period satisfactory to the City's Operating Officer.
- 4.40. **WARRANTIES, GUARANTEES, & INSTRUCTIONS**: Reserve.
- 4.41. **OWNERSHIP OF PRINTED MATERIAL AND OTHER PRODUCTS**: The City of Hartford has sole and exclusive right and title to all printed material, art work and any other product produced for the City under contract. The original artwork and/or any plates or computer files used in preparing and completing the work shall be considered property of the City of Hartford whether supplied by or created for the City. All artwork and electronic files shall be returned with the completed job. The Provider shall not copyright any printed matter produced under the contract and shall be responsible for the safekeeping of all printing plates, returning them to the City upon request.
- 4.42. **SECURITY**: Reserve.
- 4.43. **HAZARDOUS WASTE**: Reserve
- 4.44. **NOTIFICATION**: Reserve
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END OF SECTION